Records Officials:

Individual Roles and Responsibilities

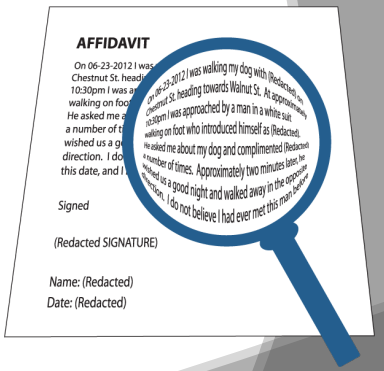
United States Army

Army Records Management Roles & Responsibilities

While everyone is responsible for managing records, there are designated Army personnel who oversee various aspects of the Army's records management program at different levels. These personnel include those who have Army-wide oversight roles, Commanders, and Records Officials.

Army-wide Oversight Roles:

- The **Administrative Assistant to the Secretary of the Army** serves as Archivist of the Army and is responsible for appointing a Senior Agency Official for records management with broad Army-wide records management responsibilities.
- The **Senior Agency Official** is responsible for coordinating with the Army's Records Officer and appropriate officials to ensure compliance with records management statutes and regulations.



Army Records Management Roles & Responsibilities

Commanders and Directors of all Army commands and activities also play critical roles. Collectively, they are responsible for ensuring that:

- Appropriate officials are appointed to manage the Army records management program
- Records management regulations and guidelines are enforced
- Records management support is integrated into operational and contingency plans
- Records management is integrated into automated information systems, and
- Command-wide evaluations of records management programs are periodically conducted

Records Management in the Army is a Commander's responsibility. Records Officials at different levels are appointed by their Commanders to serve in various capacities.

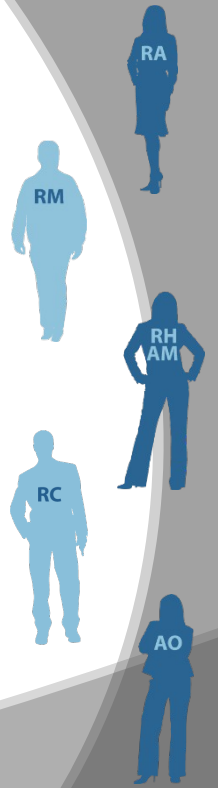
Let's take a look at who these officials are.

Army Records Officials

- **Records Administrators (RAs)** administer records management programs at the Army Commands (ACOM), Army Service Component Commands (ASCC) and Direct Reporting Units (DRU) levels.
- **Records Managers (RMs)** administer records programs throughout their command.
- **Records Holding Area Managers (RHAMs)** manage and direct the operation of a Records Holding Area (RHA), and
- **Records Coordinators (RCs)** create and manage Office Record Lists (ORL)s at the unit or office level

Although not a Records Official, **Action Officers (AOs)** also play a significant role. They ***receive***, ***create***, and ***manage*** records relative to their specific actions.

Let's start with a look at Records Administrators.



Records Administrators

Records Administrators

Records Administrators serve as subject matter experts for their command's records management program.

They ensure the effective operation of their command's records management program, provide policy interpretation and procedural guidance

They are assigned by Commanders at the Headquarters of ACOMs, ASCCs and DRUs.

Records Administrator Roles & Responsibilities

Records Administrators have command-wide responsibility for ensuring that official mission records are created and preserved throughout subordinate units and activities. They must:

- Ensure that there are a sufficient number of *Records Managers* and *Records Coordinators* assigned to support their records management program
- Issue instructions and guidance to subordinate *Records Managers* within their area of responsibility (AOR), and
- In the absence of command-appointed *Records Managers*, Records Administrators assume records management duties for all units within the ACOM, ASCC, or DRU which they support

Records Administrator Roles & Responsibilities

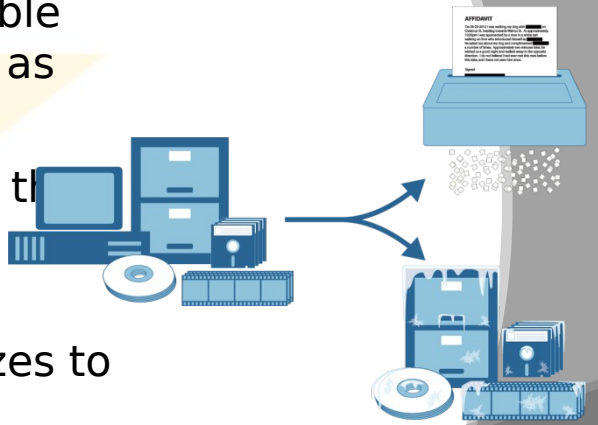
Records Administrators must be registered as an RA in ARIMS. Within ARIMS, Records Administrators can:

- View all records for every unit within their area of responsibility
- Approve *Records Manager, Records Holding Area Manager*, *Records Coordinator*, and *Action Officer* ARIMS access privileges, and
- Serve as approval authority for the access and release of hardcopy and electronic records listed in the master index for which they are responsible,
  to authorized individuals

Records Administrator Roles & Responsibilities

In ARIMS, the **Records Administrator** can also:

- Produce disposition reports that identify records eligible for destruction and delete or destroy eligible records as appropriate
- Create, modify, and approve ORLs for all units within th agency when a local *Records Manager* has not been assigned, and
- Apply records destruction moratorium orders or freezes to affected records



Records Administrator Roles & Responsibilities

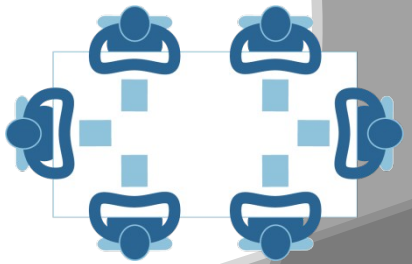
Records Administrators are responsible for making sure that all employees are informed of their records management regulatory responsibilities annually, and that suitable training is made available to records management officials.

They must also survey and appraise the command, agency, unit or installation records management program at least once every 3 years, and address any problems that are identified.

Records Administrator Roles & Responsibilities

In addition, **Records Administrators** should maintain a strong and continuous relationship with legal advisors, security managers and social media managers. They should:

- Work with legal advisors, particularly regarding discovery actions, records freezes, and other legal issues
- Interact with security managers to provide advice and assistance in developing and executing programs to reduce classified records holdings, and
- Engage with social media managers to ensure record information on social media platforms is identified and appropriately preserved



Records Administrator Roles & Responsibilities

It is important for the **Records Administrator** to stay current with advances in technology, and to maintain working relationships with Information Technology (IT) staff. A Records Administrator should:

- Consider new IT solutions for access, storage, retrieval and disposition of information, work with IT staff to implement improvements, and
- Ensure that records management functionality and records disposition requirements are considered and integrated into all Army information systems at the concept development stage, coordinated at each milestone, and included in systems acquisition as appropriate

Records Administrator Roles & Responsibilities

Records Administrators should also:

- Coordinate with the Army information system owners to assure their systems are properly scheduled
- Ensure that records management factors are considered for respective command, control, communications, computers, and information technology acquisitions regardless of acquisition category, and
- To the fullest extent possible, promote a paper-free business environment through the use of technology

Records Managers

Records Managers

Records Managers are subject matter experts who direct their command, agency, or installation's records management program.

They have command or organization-wide records management responsibilities below the *Records Administrator* level.

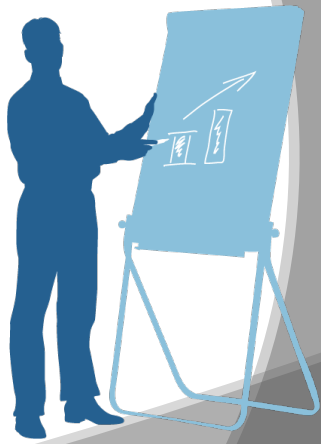
Records Managers are assigned by Commanders at the following levels:

- Headquarters, Department of the Army
- Major Subordinate Commands
- Field Operating Agencies
- Direct Reporting Units
- Separately authorized activities
- Tenant and satellite organizations

Records Managers Roles & Responsibilities

Because the Army Records Management program is decentralized, as with *Records Administrators*, **Records Managers** must also make sure that within their area of responsibility:

- There are a sufficient number of *Records Coordinators* assigned to support their records management program
- Training is provided and evaluations of the records management program are conducted, and that
- Relationships are maintained with security managers to provide advice and assistance in developing and executing programs to reduce classified records holdings



Records Managers Roles & Responsibilities

A **Records Manager** must be registered as an RM in ARIMS.

Upon registration in ARIMS, Records Managers can perform the following functions:

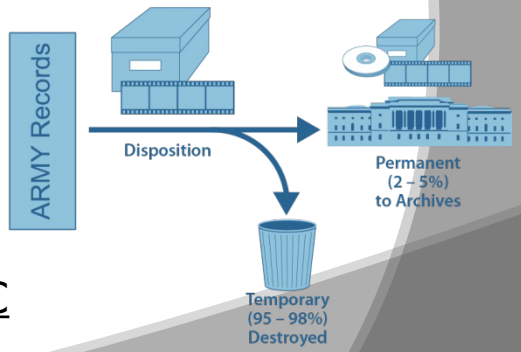
- View all records for all units or organizations they support
- Approve *Records Holding Area Manager*, *Records Coordinator* and *Action Officer* access requests to ARIMS
- Use the ACRS/RRS-A to determine the disposition of records
- Create, modify and approve ORLs on behalf of a unit or organization they support, and
- Apply records destruction moratorium orders or freezes to affected records

Records Managers Roles & Responsibilities

Records Managers are also responsible for ensuring that records management procedures at the disposition phase of the Records Lifecycle are appropriately performed and must coordinate with the Federal Records Centers (FRCs) and local NARA offices.

They:

- Produce disposition reports that identify records eligible for destruction and delete or destroy eligible records as appropriate
- Ensure that all permanent records in their area of responsibility
  are transferred to NARA, and
- Coordinate records retirement and retrieval with the FRC and local NARA offices



Records Managers Roles & Responsibilities

Records Managers may oversee *Records Holding Area Manager* functions. They may also serve as a *Records Holding Area Manager* and perform all duties in the absence of a designated *Records Holding Area Manager.*

Like *Records Administrators*, **Records Managers** must maintain a strong and continuous relationship with the legal advisor, security manager, IT staff and social media managers to ensure recordkeeping needs are addressed and should also promote a paper-free business environment through the use of technology to the fullest extent possible.

Who is a Records Holding Area Manager?

Who is a Records Holding Area Manager?

The **Records Holding Area Manager** manages and directs operations of a Records Holding Area (RHA). An RHA is a facility established to collect and maintain cutoff hardcopy records until they are either eligible for destruction or retirement to a NARA FRC or other records repository.

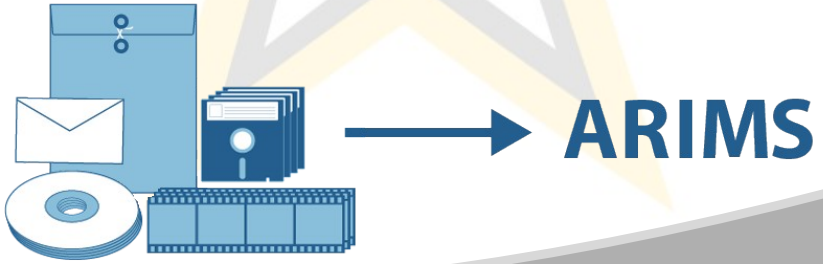
The Records Holding Area Manager may also perform *Records Manager* duties if approved by the *Records Administrator*.

The Records Holding Area Manager is designated by a *Records Administrator* or *Records Manager* through the appropriate commander for all approved RHAs.

Records Holding Area Manager Roles & Responsibilities

A **Records Holding Area Manager** must be registered as a RHAM in ARIMS. They may also be registered as a RHAM-RM if approved to receive *Records Manager* access. Registered Records Holding Area Managers are able to:

- Use the ACRS/RRS-A to help determine a document's disposition
- Coordinate with their *Records Administrator* and unit *Records Manager* to ensure that all records are indexed in the ARIMS master index down to the folder level



Records Holding Area Manager Roles & Responsibilities

As mentioned earlier, Records Holding Area Managers manage and direct the operations of an RHA. They:

- Provide staff direction
- Define record locations within the RHA
- Ensure that records are placed within the storage area in a manner that facilitates preservation and rapid ret
- Make sure that records removed from the RHA are retu within a reasonable time and use DA Form 543 or equi as a charge-out suspense system for this purpose, and
- Ensure that records are properly arranged, inventoried, and packed prior to movement from the RHA to an FRC

Records Coordinators

Records Coordinators

Records Coordinators are subject matter experts at the user level who ensure that records
management procedures are implemented throughout their unit or office.

Records Coordinators may serve one or more offices and usually act as coordinators between their servicing *Records Managers* and/or *Records Holding Area Managers*.

Records Coordinators Roles & Responsibilities

A **Records Coordinator** must be registered as an RC in ARIMS. Upon registration, they are able to perform the following functions:

- Use the ACRS/RRS-A to determine the disposition of records
- Assist *Action Officers* in preparing ORLs, and
- Develop and review ORLs for their unit and assure that record numbers being submitted are pertinent to the organization's mission

Records Coordinators Roles & Responsibilities

Records Coordinators:

- Assist *Action Officers* with creating transfer documents SF-135 (Records Transmittal and Receipt) and organizing and inventorying paper records into boxes for shipment
- Inspect the SF-135 and boxes of paper records before review and approval of a *Records Manager*
- Resolve indexing problems and paper records storage issues with the RHA
- Coordinate the transfer of long-term and permanent electronic records to the Army Electronic Archives (AEA) or RHAs
- Serve as points of contact for access and release of the unit(s) records for which they are responsible, regardless of media, and
- Apply records destruction moratorium orders or freezes to affected records

Who is an Action Officer

Who is an Action Officer

An **Action Officer (AO)** is anyone who creates or receives records on behalf of the Army to conduct business.

Action Officers are responsible for managing the records they create or receive.

Everyone is an Action Officer!

Who is an Action Officer

Action Officers may or may not be registered in ARIMS.

It is highly recommended that AOs register in ARIMS so that they can:

- Access and view all electronic records internal to their AOR, that are transferred into ARIMS
- Search for and request records in ARIMS
- Use the ACRS/RRS-A to help determine a record's disposition
- Create and modify draft ORLs to be maintained for each offic symbol within their AOR
- Create hardcopy and electronic folders in ARIMS on an annua basis, and
- Drag and drop their completed records into an established electronic folder within an ARIMS created ORL

Action Officer Roles & Responsibilities

Action Officers who are ***not registered*** are limited to the following ARIMS functions:

- Use the ACRS/RRS-A to help determine the disposition of a record and
- Drag and drop their completed records into an established electronic folder within an ARIMS created ORL.

References

- Army Regulation 25-1, Army Information Technology
- Army Regulation 25-400-2, The Army Records Information Management System (ARIMS)
- Department of the Army Pamphlet 25-403, Guide to Recordkeeping in the ARIMS website: https://www.arims.army.mil
- ARIMS training website: https://train.arims.army.mil offers users the opportunity to practice using the system prior to using the live site. Online video tutorials provide step-by-step instructions on the most commonly used ARIMS features.